

# Things to remember when making an appointment:

**You need a GP referral to see a specialist**

**Tell the staff which body part, or generally what your complaint is, so we can better tailor your appointment**

**Bring all relevant Xrays, not just the reports, even the "normal" ones. YOU MUST BRING AN XRAY OR A SCAN OR THE CD WITH THESE ON IT. A REPORT IS NOT GOOD ENOUGH TO PLAN SURGERY OR TREATMENT. ON LINE XRAYS ARE UNRELIABLE. PLEASE REMEMBER YOUR XRAYS**

**Bring all insurance, Medicare, TAC, DVA, Workcover details**

**If possible provide a mobile number, so if we have delays,( SURGERY TIMES CAN SOMETIMES BE UNPREDICTABLE) we can contact you ASAP.**

When you arrive for your appointment, we will gather your referral and xrays, and ask you to fill out a form for registration. We require a GP referral so that your Medicare rebate can be claimed. **All Xrays should be brought to the appointment, not just the reports.**

Bring any details of your private insurance, Workcover, TAC, DVA, claims. When making an appointment the staff will clearly tell you the fees required on the day, and they will inform you of the rebate you can expect.

**You need to tell us briefly your problem or affected body part, as some things may not be treated by DR. Boecksteiner and our staff can accurately direct you to our recommended specialists in that area.**

We consult on Mondays, Thursdays and Fridays weekly, also some Tuesdays and some Wednesdays. The consultation will be about 15 to 20 min, on average. DR BOECKSTEINER operates at St Vincent's Private Hospital and St Vincent's Public Hospital in Melbourne Fitzroy, also at Essendon Private Hospital, John Fawkner Hospital Coburg, and Seymour District Hospital.

To book a standard new appointment may take three to four weeks, there are some urgent spots, and our staff will call you to move you up if we get a cancellation.

We need your night and daytime phone number. We prefer a mobile number if possible. We are essentially a surgical service, delays can sometimes happen, our staff will call you on occasion if the surgeon is running late, a mobile is best in this situation.

### **To cancel an Appointment**

Please telephone the office during business hours and allow at least 1 day's notice, ( if you can) so that we can offer your appointment time to patients on our waiting list.

We recognize that your time is valuable, and we will make every effort to run on time. Occasionally emergencies or patients require a little more time, and these can cause scheduling delays beyond our control. We apologize if we keep you waiting.